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ABSTRACT

In 1971 a study was made of library services in the Georgian Bay Region, which includes Bruce, Grey, Dufferin, and Simcoe counties in Ontario, Canada. The region covered a complex variety of library jurisdictions, from county libraries to numerous city, town, village, township, and Indian libraries. The study encompassed current status and recommendations for the future in the areas of regional reference services, shared resources and interlibrary loan, film service, communication methods, funding, centralized cataloging, regional headquarters, the regional librarians' committee, disposition of existing small libraries, quantitative standards, and the role of the existing county libraries. There are several tables with information on reference materials and services, the regional film service, and statistical data for small libraries. (LS)

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LIBRARY SERVICE
IN THE
GEORGIAN BAY REGION
VOLUME IV
REGIONAL SERVICES AND ADMINISTRATION

INFORMATION, MEDIA & LIBRARY PLANNERS

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LIBRARY SERVICE
IN THE
GEORGIAN BAY REGION

VOLUME IV
REGIONAL SERVICES AND ADMINISTRATION

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Mr. G.O. Smith,
Chairman,
Georgian Bay Regional Library Board,
P.O. Box 521,
Barrie, Ontario.

Dear Mr. Smith,

We submit herewith the final volume of our study of the three reference centres and the central services and administration of the Georgian Bay Regional Library System with comments on the other libraries in the region and recommendations which we hope will guide the Board in its efforts to improve service throughout the four county areas.

This volume concludes the study authorized by the Board and confirmed by letter dated December 15, 1970.

I must add that it has been a pleasure to work for the Board in this project. We sincerely hope that the facts gathered and opinions expressed will be of assistance to the Board and the staff in providing the best possible service to all the communities in the region.

Yours very truly,

A. Bowman

Information, Media & Library Planners

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INTRODUCTION

The next few years will be critical ones for the Board of the Georgian Bay Regional Library System because of the impact of changes in municipal boundaries and municipal organization and financing which one hears rumours of in the Provincial Government. Not only the possibility of regional government but also the effect of the Toronto-Centred Region Plan will have to be watched closely in the Georgian Bay area. In addition changes to the Public Libraries Act will also be needed if public libraries are to fulfill their new role as public resource centres. Regional Boards aware of the new role and allied to the regional government concept should be in the forefront of these developments and indeed, should have a direct influence on any revision of the Public Libraries Act.

The four volumes of this study will, we hope, guide the Board for a few years at least but needless to say this study is not meant to fix the course of library development in the Georgian Bay Region past the time of any changes in jurisdiction or legislation.

THE REGIONAL LIBRARY CONCEPT

All people, communities and their institutions are becoming more interdependent, especially within any economic or political unit. This is particularly true in the urban-rural complex of southern Ontario. Public libraries, one of the oldest surviving publicly-supported local institutions, rooted in the local community but dependent on the rest of the world for their resources, must reflect this interdependent role or become ineffective.

No public library, regardless of the size of its financial or material resources, can satisfactorily meet its responsibilities to the public by remaining aloof and isolated. There are many library boards, municipal councils and librarians who, without ascertaining the actual needs of their constituents, stubbornly support independent libraries as though all ideas, all opinions, all creation was encompassed within their community. To say the least, this abuse of independence is a disservice to the taxpayers. Unfortunately such attitudes create weak libraries because, even though financial support is perpetuated by Provincial grants and a token municipal appropriation, the local residents find little satisfaction in these isolated institutions and become indifferent to their existence.

The Public Libraries ACt of 1966 recognizes the interdependence of libraries in Section 17 (a) when it states that every Public Library Board "shall endeavour to provide in cooperation with other boards a comprehensive and efficient library service" and it further recognizes the need for a formal authority through which cooperative endeavours can be channelled and financed by providing for regional library cooperatives and, after January 1, 1967, for regional library systems in Part III of the Act.

It seems obvious that the development of regional library systems will be of great significance for libraries in the seventies in Ontario, principally because better communications, increasing urbanization and the growing complexity of society raise large and urgent problems that demand more information resources than the traditional, independent, and smaller library can provide.

However, under the present legislation any public library may remain completely independent of regional library systems if it chooses to do so. All powers given to these new regional units over local authorities are permissive.

What are the principal services that a regional board has the power to organize? In summary, they are as follows:

a) establish separately or within the libraries of the region a reference collection for the use of everyone in the region;

b) promote inter-library loan and further the efficiency and coordination of library service;

c) establish central services and/or joint services with the libraries in the region for centralized technical services, an advisory service to improve standards, adult education programmes, training programmes for library staff in the region and other similar services;

d) enter into agreements with any library board, school board, municipal council, Indian band or any person for providing any library service.

It can be seen that these powers allow a regional board to serve the public directly or through existing libraries. However, the general trend in all regions in southern Ontario except in Metropolitan Toronto has been for regional boards to provide services through existing public libraries, to coordinate existing public libraries and to strengthen the principal libraries in the region. In general to provide resources and services of regional importance that are outside of the responsibility of any one library, to build on strengths, induce interdependence, effect economies and reduce barriers between the public and the information needed.

1. The Georgian Bay Library Region

The Counties of Bruce, Grey, Dufferin and Simcoe, comprising 5,578 square miles, form a very diverse area with excellent farms, industrial cities, rocky and rolling hills, flat and swampy marginal land, lakes, rivers, beaches and tourist attractions. The 1969 population was 263,575.

In some ways the region is a difficult service area for libraries. Roads and railways lead to the south; east-west unity among the population and in the economy is weak. The southern portions of Simcoe, Grey and Bruce and all of Dufferin County are rural in character and are oriented toward similar rural areas further south. From the Bruce

Peninsula to Muskoka the rocky, mountainous, deeply indented lakeshore areas have little in common but their attractions for summer visitors and skiing enthusiasts.

The pattern of library jurisdictions is complex also. There is one regional library system, one County library organization with twenty branches, one County Library Cooperative, the last in Ontario, three city libraries, twenty one town and village libraries, seven township libraries, one Indian band library, two township and village union libraries, and seven non-operating township library boards;at the time of writing at least three of the latter had wisely contracted with the Barrie or Orillia libraries for service. The co-ordination of these diverse authorities and the promotion of efficient library service for everyone in the four Counties is no easy task for the Board of the Regional Library. Even if the Board was interested only in maintaining the status quo, the job would be complex.

2. Regional Library Development to 1970

Since its official inauguration in June 1966, the Regional Board and its staff have sought to give all libraries in the region a sense of community by increasing communications within the Region via publications and workshops, by awarding bursaries to assist in library training, by arranging short in-service training classes and encouraging participation in library events outside the Region.

Early decisions approved as policy by the Board were recommended and put into effect by a librarians' committee representative of the Orillia, Barrie, Owen Sound and Simcoe County Cooperative libraries and later of the Bruce County library. This committee gave early priority to the sharing of resources by instituting an inter-library loan scheme. Later, in order to strengthen resources and support inter-library lending, the three largest libraries -- Barrie, Orillia and Owen Sound -- were designated as regional reference centres and their reference collections were strengthened by regional book purchase grants. The next step in resource sharing was taken in 1970 when each of the resource libraries agreed to concentrate its new reference acquisitions in designated subject areas building on existing strengths.

The Regional Board, recognizing the importance of larger units of service, had sought to promote the formation of county libraries in the Region, but due to changes in the

regulation to the Public Libraries Act effective 1969 under which County Library Boards would receive a straight 65 cents per capita, and partly due to uncertainty over regional government, only Bruce County had formed a public library in 1967. The formation of County service in Simcoe, although close, was frustrated by the change in the grant structure.

Nevertheless the Regional Board has continued to offer grants to the remaining counties if and when county libraries are established. This leaves large areas of Simcoe, Dufferin and Grey counties dependent on the weak resources of independent village libraries or, in the case of many rural areas, without any free direct access to library services. The Simcoe County Library Cooperative does offer a book deposit and mail system to bolster local libraries, but its resources are too meagre and too dispersed to alter the rather dismal picture outside the larger centres. In 1968 at the instigation of the Regional Board an Indian band library was established on the Cape Croker Reserve in Bruce County and a grant for book purchases was awarded. The Saugeen and Christian Island Reserves have not yet established service units.

In 1969 a film service was established using Owen Sound, Barrie, Orillia and three other libraries (Bruce County, Orangeville, Hanover) as film depots and service centres (later Midland was added). The initial collection was made up from the assets of the Blue Water Film Federation and the Public Library Film Service, Simcoe County zone, and housed, serviced and distributed from the Regional headquarters. This is the most ambitious scheme administered by the Board up to the present. With the addition of a joint film service to the schools of the Simcoe County Board of Education and the Roman Catholic Separate School Board, this venture became the largest of the regional programmes to date.

A circulating print and poster collection was begun in 1970 to make works of art and design available to all libraries in the Region. Large print books were added to the materials available from headquarters in 1970 and an experimental collection of audio tapes and 8mm films was begun. A union list of periodicals was completed in June 1971 and a selective build-up of the periodical collections of the resource libraries is under discussion.

One can see that there has been great initiative and energy shown since 1966 by the Board, the Regional Supervisor and

his staff, by the Librarians' Committee and by many libraries in the Region. There has been some experimentation, a few failures (the formation of county libraries and joint book processing and a number of resounding successes (the sharing of resources and cooperative film service). The rather meagre regional budget has been used wisely for the operation of services not being provided at the local level, or for inducements to stimulate growth that will accumulate benefits to everyone in the Region. The temptation to hand out "no strings" grants has been avoided. However, since financial resources are limited, a review of present services and programmes is necessary so that future priorities may be established. Before future budgets are committed to existing programmes and before additional programmes are begun, let us examine the effectiveness of the regional operation.

THE REGIONAL REFERENCE PROGRAMME

As noted previously the Regional Board under the Act is responsible as a matter of top priority, for the establishment, coordination and development of reference services for the use of all in the Region.

1. The Meaning of Reference and Information Service

The term "reference service" may mean, in its narrow sense, the provision of encyclopaedias, handbooks, statistics, serials etc. that are generally kept at hand for use in the library only. However today and in the future the term will have a much broader meaning. Simply stated, reference service is information service using all media from all sources. The larger the reference collections available, the more useful. Ideally, the information any one person needs should be disseminated without sutracting anything even temporarily from the information resources available to the next user. Under this definition every book lent subtracts in a small way from the effectiveness of a total information service.

Only the largest reference and research centres can approach this ideal. The new central library for Metropolitan Toronto will probably be designed as a large store of information that will be kept intact for maximum effectiveness as an information centre. But even this large facility will lend some material to individuals on occasion and will certainly take part in a wide inter-library lending operation, thus reducing to some extent its on-the-spot effectiveness.

All libraries in the Georgian Bay Region will continue to offer home lending services for years to come. Perhaps in the future or regional information centre might be developed that would act as a core collection of basic data that would disseminate information via reprography or electronic means without lending anything, but in the meantime existing libraries that lend material or reach out into the community in various ways and reflect the extroverted nature of the modern public library also must act as reference and information centres.

The lending and reaching-out function can usually be well performed as a local effort with local staff, funds and facilities but the information function can only be successful if local resources are supplemented by the resources. funds and staff of a larger unit of service. This is th

area in which the regional concept is essential for the benefit of all users.

The regional role in information services should be based on the following principles.

a) Only the largest and most important information collections should be strengthened.

b) All resources should be coordinated to eliminate duplication and stretch the limited funds available.

c) All resources should be shared.

2. The Reference Centres

In the Georgian Bay Region the Owen Sound, Barrie and Orillia libraries have been designated as reference centres. They have been allocated $4,000 each since 1967 for the purpose of strengthening their collections. A total of $60,000 or $20,000 per centre will have been spent by the Region on behalf of the 3 libraries by the end of 1971. In 1969 each of the reference libraries were allocated areas of specialization within the range of subject classifications and it was tacitly stipulated that at least 50% of the material purchased would be within the areas of specialization.

Reference Centres' Areas of Specialization

Barrie Public Library

Social Sciences (320-399)
Technology (610, 630, 650)
Physical Sciences (500-559)
Local History

Orillia Public Library

Philosophy (100's)
Language (400's)
Natural Science (570-599)
Arts (700's)
Local History - Huronia

Owen Sound Public Library

Social Sciences (300-319)
Literature (800's)
Great Lakes (Marine) History
History (900-919, 930-999)

Note: Up to 1969 some smaller libraries received some reference support but this was discontinued when it was found that this resulted in less local support and tended to blunt the effort to establish county libraries.

The principle of designating, strengthening and coordinating the 3 reference centres is a sound one and we recommend that this be continued. However, there is apparently no strong effort to restrict the purchases by the reference centres to reference material, nor is there any assurance that a minimum of 50% of those purchases fall in the designated areas of specialization. We feel that the amount spent by the Regional Board for strengthening reference or information services should be restricted to reference material as defined by the librarians of the 3 libraries and that it all should be spent within the allotted areas of specialization. Only in this way will the funds be used to the best advantage and will contribute to a coordinated build-up of resources.

In order to check the emergence of some specialization in the reference collections of the 3 libraries concerned we used the "Guide to Basic Reference Books For Canadian Libraries" ed. by Edith T. Jarvi, revised edition, which had been checked by Barrie, Orillia and Owen Sound up to December, 1970.

Omitting the science and technical fields which are not included in this edition of the Jarvi list, we found almost no evidence of specialization developed in any of the subjects allotted to each library. For instance, in the largest field (900-919) Owen Sound only held 17 of the 96 titles listed and none were held only by Owen Sound even though this field of reference work has been allotted to this library. The situation is similar in the other centres in the fields of literature, the arts, etc.

It is granted that more than two years are needed to build up the assigned subject fields and that other reference bibliographies might show a higher number of titles held in each field. However, the Jarvi list is a recommended guide to basic reference books, titles that should form the core

collections of libraries designated as reference centres. None of the 3 libraries holds more than 39% of the listed titles in any of the subject fields as shown in Table I. It seems clear that the reference centres are not strong enough in basic reference books nor are the collections diversified enough. Users have much the same choice of reference material no matter which of the three centres are consulted. It seems that the concept of a system of libraries has not been fully accepted by the Boards concerned.

In another part of the report we recommend a plan for improving access to the main collections by the use of an information and interloan network. In order for this to be effective, the resources available must be greatly increased in a coordinated way. We recommend that reference grants be increased as much as the Regional budget will allow and that 100% of these funds be spent on reference materials in the areas of specialization allocated to the reference centres. In order to ensure that there is a reasonable degree of coordination of titles purchased with these funds, we also recommend that the "Regional Advisory Committee" (see page 39 of the report) select the titles and that the Regional headquarters staff order and deliver them to the reference centres. When more space is available at headquarters, central cataloguing and processing of this material could also be added to this service.

Of course this regional reference programme is designed to assist the reference centres especially with material of "region-wide" significance. It should not be regarded as a substitute for local reference service. The regional funds should allow Barrie, ORillia and Owen Sound to concentrate more on reference material, books, films, tapes and periodicals of particular interest to local users. The portion of the library materials budget spent on such resources should not be reduced because of the regional subsidy.

In return for this reference materials enrichment programme, it is assumed that the 3 centres and indeed all libraries in the Region will make all materials available via interlibrary loan as well as directly to any borrower. Indeed the free use of reference material purchased with regional funds could be made a condition of such expenditure. However we feel that such a condition should not be mandatory but voluntary as a reflection of the willingness of the reference centres to participate in the "system" approach to service. For the same reasons we believe that the Regional Board

should not retain technical ownership of the materials purchased for the centre. Such material should be given to libraries for as long as any library participates fully in the system.

Note: In our report on "The Owen Sound Public Library" we recommended that the Regional Board assist the Owen Sound Board by doubling the grant for reference material purchases. Our opinion that Owen Sound needs special treatment in preparation for the new addition still stands (see Vol. 1, page 13). If reference grants are generally increased, Owen Sound should receive funds in addition to those given to Orillia and Barrie until its collection of such material is built up sufficiently for the new addition and to enable Owen Sound to meet the increasing burden of service to Bruce County.

TABLE I

REFERENCE CENTRE HOLDINGS OF BASIC REFERENCE BOOKS BY AREAS OF SPECIALIZATION

	Total Titles	Titles Held By - Barrie	Orillia	Owen Sound	Titles Held Only By - Barrie	Orillia	Owen Sound	Special Subject Area of -
Philosophy 100	12	3	3	0	2	1	1	Orillia
Social Sciences 300-319	64	18	9	14	5	0	2	Owen Sound
Social Sciences 320-399	91	37	24	21	8	2	1	Barrie
Language 400	50	26	16	18	11	2	5	Orillia
Arts 700	77	26	26	21	2	5	1	Orillia
Literature 800	55	32	25	18	8	3	1	Owen Sound
Travel & Geog. 900-919	96	25	20	17	5	4	0	Owen Sound
History 930-999	49	26	21	21	4	2	2	Owen Sound
	494	193	144	130	45	19	13	

Note: Barrie is also responsible for the Physical Sciences (500-559) and Technology (610, 630, 650) and Orillia for Natural Sciences (570-599)

A SHORT TEST OF THE COLLECTIONS OF THE REFERENCE CENTRES

Before discussing methods of sharing the resources available in and outside the Region, we would like to take a look at the character of the collections of the three principal libraries as they relate to each other.

We have indicated that there is a great deal of overlapping of basic reference titles and that coordination has not yet taken effect. Also, it is important that these collections should offer a wide choice of material to their local users as well as an up-to-date view of the modern world which reflects many points of view. We believe that a public library must not over-emphasize middle-of-the-road books, the middle-class point of view or only the most widely accepted cultural values if it is to escape its lingering reputation as a place where one only goes "to get a good book to read." The public library must also make available, within the bounds of sincere purpose, radical ideas, avant-garde and creative works, fads, new customs and books and periodicals that are not generally available on the news-stands.

It is our contention that one of the objectives of the "Regional Concept" is to develop policies which support a philosophy of relevancy among all libraries in the Region. In an effort to test the relevancy of the general book and periodicals collections of the reference centres, we used the following bibliographies as checklists:

A list of current periodicals - List A. (198 titles) Composed by Mrs. Susan Klement, a library research worker with a special interest in little magazines and periodicals, the titles listed deal with issues of the day, urban problems, the social, technical and scientific fields, the arts, the humanities and such important problems as race relations, war and peace, human rights, welfare, drugs, ecology, birth control etc. The list was checked with the holdings of the Cedarbrae District Library of the Scarborough Public Library to measure its relevance to a large suburban branch* and finally reviewed by Professor Marshall of the University of Toronto School of Library SCience.

* Cedarbrae subscribes to 131 of the titles listed.

One Hundred and Fifty Books of the Last Three Years, 1968-70 - List B. (150 titles)
This is a middle-of-the-road list of titles recommended by the librarians of the adult services of the Toronto Public Libraries each year. It is carefully selected as a sort of review of the best books in all fields, books that are noteworthy productions, prize winners or popular. Off-beat, radical or controversial works are not numerous.

A Supplementary List - List C (49 titles) to the "150 Books" was taken from the 1970-71 introductory list used by the University of Toronto School of Library Science in the first-year course "Information Resources and Library Collections." This short bibliography gives the mature student a capsule overview of the modern world.

A Checklist For the Seventies - List D (288 titles)
Selecged by Mrs. Anne Leibl, assistant for research and administration to the Chief Librarian of the University of Toronto Library and a student of the underground press of Canada (see Canadian Library Journal, Jan.-Feb., 1970 and The Library Journal, March 1, 1971), the purpose of this bibliography of relevant books is similar to that of the periodical list with the addition of works that are of particular interest to aware young people.

None of the above lists is definitive in any way nor are the individual titles necessarily recommended by us. They constitute a sampling of available material which, when checked against the holdings of libraries of medium size, can produce worthwhile conclusions as to the comparative value of these libraries as community resource centres.

TABLE II

SUMMARY OF CHECKLIST TITLES HELD BY THE REFERENCE CENTRES

List	Total Titles	Owen Sound	Barrie	Orillia
A	198	56	58	60
B	150	88	131	150
C	49	31	42	40
D	288	93	136	110
Totals	685	268	367	360
% of total	100	38	53.5	52.5

Comments on Holdings of Titles on List A

When the holdings of the three libraries were consolidated on one list, it was found that

28 titles were held by three libraries
32 titles were held by two libraries
24 titles were held by one library

leaving 114 titles held by none.

Of the 72 Canadian titles, 31 were held by none of the libraries.

Of the 98 United States titles, 57 were held by none of the libraries.

Of the 20 United Kingdom titles, 16 were held by none of the libraries.

Generally speaking, the general magazine was well represented. However education, music, the arts, architecture, the black problem, women's liberation, left-wing politics, films and little magazines were poorly represented or not represented at all.

Among titles which we would highly recommend and which we are surprised to find not held by even one of the reference centres are the following:

Amex:The American Exile In Canada
Architectural Review
Arctic
Atlantic Advocate
Barron's
Black Liberation News
Canada North
Canadian Architect
Canadian Journal of Political Science
Changing Education
Connoisseur
Culture
Economist
Educators' Guide to Media and Methods
Encounter
Evergreen Review
Film Quarterly
Financial Times
Futures
Graphic
Hi.Fi/Stereo Review

International Affairs
Minority of One
Music and Musicians
Music Journal
New Republic
New York Review of Books
Office Administration
Office Equipment and Methods
Opera
Opera Canada
Partisan Review
Performing Arts In Canada
Progressive Architecture
Realites
Rolling Stone
Spectator
Take One
This Magazine Is About Schools
Times Literary Supplement
Toronto Life
Toronto Women's Liberation News
Vie des Arts
Wall Street Journal

Led by the Region, a periodical policy covering subscription sharing and coordination, back-file storage, microform acquisition and a union list must be worked out. It is recommended that each of the reference centres enlarge their periodical collections and try to increase their relevancy. With the financial assistance of the GBRLS these libraries should agree to supply among them at least one subscription of all the titles listed above and other titles that will better cover the problem areas of modern society in Canada and elsewhere.

We recommend that regional reference grants be used to cover subscriptions to periodicals that will become a part of the information resources of the Region.

Comments on Holdings of Titles on List B

All libraries held most of the titles on this list. Orillia held 100% of the 150 titles. This is not surprising given the character of the list. No recommendations follow from this check. In one way it is a confirmation of the generally good quality of the collections. Using such lists as selection guides is wise as long as minority needs are met in other ways.

Comments on Holdings of Titles on List C

Similar comments to those made on List B apply equally to this list. Only 3 titles were not held by any of the centres. However since the books listed are somewhat older and more established than those on the previous list, we feel that all titles should be in all libraries. Duplication of titles held was high -- 38 out of 49 titles were held by more than one library, or 77% -- but given the rather permanent quality of the works this rate of duplication is not excessive.

Comments on Holdings of Titles on List D

This bibliography is a more important test of relevancy in that the bias is toward recent works that have been or are trend setters; "all-the-rage" among those under thirty who may be creative, practical, political, aesthetic and generally aware of the issues of the day.

As one can see from the percentage of titles not held according to the table, the resource libraries taken together are weakest in their holdings of titles in the Arts, Literature, Political Science and Technology and strongest in the fields of Social Science, Fiction and Economics and Business. On the other hand, the number of titles that are duplicated in more than one library is high. 157 titles of 288 are to be found in the collections of the 3 reference centres, but 116 of these are held by more than one library or a 73% rate of duplication. Further efforts at coordination or joint selection might help stretch book budgets by reducing the rate of duplication in the same manner as has been suggested for the coordination of reference materials.

TABLE III

A BREAKDOWN BY SUBJECT OF REFERENCE CENTRE HOLDINGS OF CHECKLIST D

	Arts	Econ. & Bus.	Educ.	Fic.	Lang.& Comm.	Lit.	Phil.& Relig.	Pol. Sci.	Sci.	Soc. Sci.	Tech.
Total Titles	23	11	17	31	2	18	21	44	22	77	22
Owen Sound	6	7	5	9	1	7	5	8	9	29	7
Barrie	8	10	8	19	1	7	10	18	11	36	7
Orillia	5	5	6	17	1	8	8	12	9	33	6
Titles held by 3 libraries	4	5	3	7	1	6	4	5	5	15	4
Titles held by 2 libraries	3	2	3	8	-	1	4	9	6	19	2
Titles held by 1 library	1	3	4	4	-	2	3	4	2	14	4
Titles not held	14	1	7	9	1	9	10	25	9	28	12
% of total not held	60%	9%	41%	29%	50%	50%	48%	57%	41%	36%	55%

SHARING RESOURCES AND INTER-LIBRARY LOANS

In 1968 an interloan scheme was established in the Georgian Bay Library Region and 700 requests were filled. In 1969, 1,015 volumes were handled and in 1970 this increased to 1,075. The Regional Board pays for all postage, labels and forms involved in the process and supplies canvas mailing bags and the librarians' committee has prepared a "GBRLS Inter-Loan Manual For Member Libraries" which sets out the "do's" and "don't's" for any library in the Region wishing to borrow material within or outside the Region.

The volume of interloan activity is not great. The three reference centres as a rule receive requests from the smaller libraries in their area and if it is not found in their own collections either the National Library or the Metro Toronto Bibliographic Centre is contacted. Rarely do the reference centres contact each other. The time it takes for material to move from one library to another and from outside the Region to one of the smaller centres is great. We did not attempt to measure the time lag, but from our visits to libraries and from our conversations with librarians our impression is of frequent delays both locally, in the reference centres, in the mail and in the library supplying the material. In addition the reference centres at present seem to feel that they spend too much time on interloan routines without receiving sufficient benefit in return and in some cases staff members will give a low priority to a request originating outside their community in favour of service to their local users, or they will restrict the inter-loan use of individual volumes because they "might" be needed by local users.

On the one hand, Owen Sound has the extra burden of looking after the growing number of requests originating from the branches of the Bruce County Library as well as the libraries of Grey County; while on the other hand, the smaller centres and Townships of Simcoe County must route their requests through the Simcoe County Cooperative, where there is an extra delay, before they are dealt with by the Orillia or Barrie libraries. In many ways it is the people of the villages, those who need a wider selection of material the most, who find the longest delays in using the interloan service.

The rules and procedures set out in the Inter-Library Loan Manual assume that certain types of material may be restricted

and the option to lend or not to lend is left up to the library to which requests are sent. In short, the existing system seems to us to be too cumbersome, complex and hedged about with an accumulation of rules and regulations. As we said, 1,075 volumes handled by the 3 reference centres does not represent a large workload of inter-library lending routines. Assuming 300 library open days per year, each of the reference centres handled a little over one volume per day on the average. Considering the importance given to this regional service, the emphasis placed on sharing resources, shared acquisitions and the system concept by the Board and the Librarians' Committee the practical benefits which accrue to the Region as a whole are small. It is granted that most people will never use any public library service, let alone request material not immediately available; however, if only 1% of the population are to be persuaded that material their local library does not have can be obtained elsewhere quickly and without unnecessary frustrations, the Boards and staffs of all library authorities concerned must make a decision to emphasize the inter-library lending of all material and organize the service so that the large libraries as well as the small will benefit.

The statistics shown in Table IV represent an analysis of inter-library lending by the reference centres for 1970, compiled by the Regional Supervisor. It can be seen on Table IV that Orangeville, Stayner, Collingwood, Hanover and Bruce County libraries accounted for the bulk of requests received, with the Owen Sound reference centre receiving 272 requests from these sources, Orillia 87 and Barrie 259, and that surprisingly students and teachers are not the chief users of the service.

1. A Proposal for an Information Network

In order to plan an inter-library lending system for the Region, we adopted the following principles of service to be applied against any system recommended;

a) The library resources of the Region must be the first source for filling requests.

b) The regional headquarters is the agency which should deal with secondary sources outside the Region on behalf of all libraries in the Region.

c) The system of interloan must be flexible, capable of handling the needs of individuals as well as libraries, and capable of expansion should the need arise.

d) The system of interloan must be designed to reduce

TABLE IV

1970 REQUESTS RECEIVED BY REFERENCE CENTRES
FROM LIBRARIES OUTSIDE THEIR COMMUNITIES

Barrie Public Libraries
327 Requests Analysed

from Orangeville	172
Stayner	87
Essa Centennial	34
Shelburne	32
Grand Valley	29
Simcoe County Library Co-operative (originating from S.C.L.C.)	8
Orillia	7
Base Borden	7
Bradford	6
Tottenham	5
Owen Sound	1
Stroud	1
Beeton	1
Wasaga Beach	1
(Titles & Subjects)	391

STATUS

High School Students	86
University Students	21
Teachers	18
Others	266

Orillia Public Library
271 Requests Analysed

from Collingwood	87
Midland	49
Flos-Elmvale	35
Penetang	27
Victoria Harbour	11
Barrie	5
Coldwater	2
Penetang Health Centre	2
Owen Sound	2
Essa Centennial	1
	221

STATUS

High School Students	27
University Students	25
Teachers	7
Others	162

Owen Sound Public Library
384 Requests Analysed

from Hanover	160
Bruce County	112
Durham	44
Meaford	16
Euphrasia Twp.	14
Orillia	9
Flesherton	5
Dundalk	3
Thornbury	3
Markdale	1
Collingwood Twp.	1
	368

STATUS

High School Students	107
University Students	34
Teachers	10
Others	217

the delays due to roundabout mail routes, complex forms and the short open hours of many local libraries.

e) Information, and films as well as books also must be shared through any inter-library loan scheme.

In order to take a fresh look at this important service, we asked George Forrester Systems Company to assist us by providing an outside view of the possibilities. This company, the only firm in Canada which has specialized in public library mechanization, has been responsible for several innovations in the Metropolitan Toronto Library Region and elsewhere, but is not committed to the selling of hardware or the promotion of any one system. Mr. Aylesworth, an associate of the company, visited the Regional Headquarters, consulted with the Regional Supervisor and examined closely all the pertinent facts concerning the sharing of resources in the GBRLS.

The accompanying short report indicates in the second paragraph that a mechanized communications system is not justified by the present volume of interloan activity in the Region. However, if a period of experimentation with a simple mechanized scheme were to be attempted, the report recommends the use of a combination of Telex and Teletype equipment similar to that in use in several locations in Ontario, patterned after the network begun in the Borough of Scarborough several years ago. Although the networks at present in use in Metropolitan Toronto cover a highly concentrated urban area, we feel that the Georgian Bay Region with its 3 strong reference centres of fairly equal size, the emerging pattern of specialized collections, the multitude of smaller libraries, the existing Bruce County system and the difficulties of mailing requests in an East-West direction warrants a trial period of one year for a "dedicated Teletype network" to handle intra-regional requests and a Telex unit located at Headquarters to handle requests to and from libraries outside the Region.

In summary, we feel that the potential for a greater use of existing and future regional resources, rather than the present use, justifies a one-year trial period for the type of network recommended. It is obvious to us that at least 80% of all requests could be more efficiently satisfied if the Barrie, Orillia and Owen Sound Public Libraries were interconnected and that the public using these libraries directly would be far better served. If adopted, the system will increase interloan usage greatly, will facilitate the booking of films, improve the use of reference resources by

answering reference and general information questions and generally improve communications between Headquarters and the reference centres. Since, once installed, there isa flat rate for the use of the Teletype units regardless of the length or numbers of messages, it would be possible to use the network for the communication of library news within the Region.

If the Board decides to accept our recommendation for a Telex-Teletype information and interloan network, we strongly urge the use of a regional delivery vehicle that would call at the three reference centres at least 3 times per week, so that books and other media can be delivered as soon as possible between the centres. This vehicle should also be used en route for calls at other important library centres such as Midland, Collingwood, Stayner, Port Elgin, Hanover, Orangeville and Shelburne to pick up and deliver books, films, projectors, correspondence etc. Regional staff could also travel with the vehicle to offer advice and assistance when needed. A small panel truck would be adequate for the purpose.

In regard to costs, the figure of $5,100.00 quoted in the Forrester report for a one-year trial period includes the one-time installation cost but does not include the per message charge for the Telex unit. These costs plus the expenses of a delivery vehicle would mean a decision would have to be made to divert funds from other programmes to place a new emphasis on the building up of reference resources, as recommended previously, and on the sharing of resources through an expanded inter-library loan scheme. In our opinion this new policy would be the correct one for the Regional Board to adopt.

To finance the one-year trial period, money would have to be found. There are two sources. The first would be to redirect funds from the 1971 budget -- for instance, the $8,000 presently budgeted for County public library establishment grants or the $2,500 set aside for new or expanded services in smaller libraries, plus $2,500 in contingencies plus additional sums from other budget items (e.g., there should be some savings in postage). The other source would be to apply to the Provincial Library Service through the Provincial Library Council for a special grant for this one-year pilot project which, if successful, would be maintained from the regular budget thereafter as suggested above.

If successful, it is quite possible for the network to be expanded to include a Teletype unit at Port Elgin, or perhaps Hanover or Midland, in the future. The library of Georgian College could also be plugged in when its collection is larger or when the College feels that the resources of the

public libraries in the Region could be of value to its faculty and students.

Finally, as the Forrester report emphasizes, the network will fail if it is not wholeheartedly supported by the librarians, boards and staffs of the three reference centres. TO this end we would welcome the opportunity to assist the Region with the scheme to eliminate misunderstandings and ensure that it is given a fair trial.

2. Report on Interloan Services in the Georgian Bay Region, by George Forrester, Systems Company Limited.

"The existing arrangements for inter-library loan divide the Georgian Bay Region into three virtually independent areas, each with a larger library acting as a reference centre for the nearby smaller libraries. Each reference centre fills requests from its own collection or directs the request elsewhere. Interloan activity among the reference centres is limited.

The present volume of interloan requests does not justify the introduction of a mechanized communication system; however even at present volumes the service could be speeded by greater use of the telephone rather than mail, and mailing directly to the requesting library rather than via the reference centres.

The present time span for an inter-library loan, between request and fulfilment, may be discouraging the use of this aspect of library service. If the System wishes to provide faster service for the longer term then we suggest that the Region should consider installing a teletype communication network among the reference centres on a trial basis. Where such networks have been established, interloan volume usually increases.

In addition to providing faster interloan service such a network would enable the Region to make more use of its own resources before directing requests elsewhere. Also, by providing a means of contact for the librarians of three otherwise independent major centres, co-operation in other activities could become possible. One example would be in the use of the film collections. If a telex unit were installed in the Regional Library offices, inter-library loan requests within and beyond the Region could be co-ordinated there, in a manner similar to the telex services provided to Toronto libraries by the Metropolitan Bibliographic Centre.

In summary, the network prepared for the System would consist of interconnected teletype units in Barrie, Owen Sound, Orillia and the Regional Library office, with a telex unit also being installed in the Regional Library. The interconnected units, or 'dedicated network' permit a message typed at any one terminal to be displayed simultaneously at all other terminals in the network. Thus each library can determine the needs of all others in the system and the response generated by other centres. To some extent this reduces the need for a union catalogue as requests are directed to existing catalogues.

Since the teletype permits 'conversation' its use need not be restricted to inter-library loan; nor need requests be submitted in the formal structure used for inter-library loan mail requests. Patrons requesting material in person at a reference centre could be advised 'on the spot' if the material sought is available within the Region and given the opportunity to cancel or change their requests if not available.

The smaller libraries could also benefit from the installations in the larger centres because of the faster communications among the larger centres; however for maximum benefit, smaller libraries could be encouraged to use the telephone to a greater extent.

The equipment costs for one year of operation are of the order of $5,100.00 as follows:

- one time installation cost	$105.00
- monthly rental of 4 teletype units	260.00
- monthly line charges	106.70
- monthly rental of 1 telex unit	50.00

In addition, telex operating charges depend on the usage. An element of staff time would be required in each centre, but the installation of such networks rarely results in a need for more staff.

Finally, it should be emphasized that any communications network will only be effective if the persons using it try to make it useful. If the library staff are not willing to increase or improve inter-library loan services, or work in a co-operative manner with the staff in other locations, then the installation would probably fail. In other locations where the staff have tried to make the system work, it has become a successful, essential part of the library's services.

June, 1971"

AUDIO-VISUAL SERVICE

At the end of May 1971 the GBRLS administered a film service from its headquarters consisting of a total of 1,450 16mm films for distribution to individual schools and groups through public libraries in the four Counties and 300 16mm films for distribution to the schools and teachers of Simcoe County. By September 1971, 1350 films will be available to the schools of Simcoe County.

This service is the largest operation initiated by the Regional Board. IT uses 27% of the total budget excluding the salaries of regional headquarters employees administering the library film service, a share of the annual rental of the headquarters building and other overhead. Under the Audio-Visual Coordinator, a booking clerk and a film technician spend full time on the service. (A second film technician will join the staff in August 1971.) In addition, the Regional Supervisor spends some administrative time and other staff members are involved from time to time particularly in the organization of film workshops. There are also printing costs, mailing costs and delivery charges when films are moved or called in for inspection. If all budgeted costs were included the A-V service would consume approximately 50% of all regional income and this includes the $17,612 received from the Simcoe County Boards of Education.

In our opinion this service is an excellent one and operates smoothly in the four Counties. Interest in 16mm and lately in 8mm film usage is high among the libraries using the service due to the enthusiasm and expertise of the Audio-Visual Coordinator, her staff and the good cooperation of the reference centre and film deposit library staffs.*

Basic collections on general and specific subjects are selected at headquarters and deposited in the Owen Sound, Barrie, Orillia, Hanover, Bruce County, Orangeville and Midland Public Libraries. Films deposited are returned once a year for re-allotment and inspection. During the year selected titles may be returned or exchanged according to the need of the deposit library. The areas of interest of the libraries concerned

* In 1970 $3000 was spent on the purchase of 8mm film which were deposited in libraries willing to experiment in their use. So far use has been encouraging and further purchases will be made in 1971. We concur in this policy and suggest integration of such non-print resources into the general collection and services of all libraries. The use of sound tape cassettes should also be incouraged in this manner.

are taken into account during the selection and the stress is mainly on subjects of community interest and social comment. The history of the cinema, the film as art and films on literary subjects are being added as quickly as funds will permit. The remainder of the collection, some 300 titles, are kept at headquarters as a back-up and a spot booking service to the film deposit libraries.

In addition the three reference centres own a number of titles or have small collections from the NFB on indefinite loan. Barrie and Orillia particularly supplement the regional resources with 110 and 127 titles respectiely. Owen Sound's collection of 33 films and Midland's collection of 24 are mostly for children's parties and Christmas use. However none of these titles are listed in the regional film catalogue and none are available for inter-library loan except those belonging to Barrie which may be lent one year after purchase.

All regional films regardless of location are available free of charge to any person in the Region through any of the 8 film libraries or through any public library in the Region. The film libraries supply projectors and screens. Each summer all regional films are returned to headquarters for cleaning and inspection before reallocating new collections to the film deposit libraries in the fall. A very attractive printed catalogue of titles has been issued with supplements to bring the collection up to 1971. A new consolidated catalogue is being planned. The figures of film use indicate a large overall increase in use from 1970 to 1971 particularly by Barrie, Orillia, Hanover and Headquarters.

1. Recommendations On Audio-Visual Service To Libraries

a. All films owned by the GBRLS or by any one of the film libraries should be available on inter-loan and should be listed in the Regional Film Catalogue. No distinction should be made in this regard between films and other resources already available to all libraries. It is particularly important that 16mm films be shared, precisely because they are expensive to duplicate. If a library feels that its films, purchased with local funds, should not leave the municipality, the same restriction should, logically, be applied to all other resources; but once the principle of sharing for mutual benefit within the Region is accepted, no distinction between the media should be made. We would go as far as to recommend that the availability of all titles to all regional residents be

TABLE V

G.B.R.L.S. FILM LIBRARY COLLECTIONS AND USE

JANUARY - DECEMBER, 1970

LIBRARY	FILMS OWNED	GBRLS DEPOSIT	OTHER DEPOSIT	TOTAL	LOCAL BKGS.	I.L.L. OUT	I.L.L. IN	TOTAL	AVERAGE PER MONTH
BARRIE	55	111	24	190	2,665	419	1,692	4,776	381
BRUCE COUNTY	--	72	--	72	240	110	210	560	47
HANOVER	--	212	1	213	415	568	125	1,108	91
MIDLAND	24	27	--	51	92	5	476	573	49
ORANGEVILLE	1	40	--	41	379	103	106	588	49
ORILLIA	65	143	90	298	3,722	919	502	5,143	428
OWEN SOUND	30	84	7	121	1,483	160	428	2,071	173
G.B. HEADQUARTERS		301		301	--	4,669	--	4,669	389
	184	990	122	1,287	8,996	6,953	3,539	19,488	1,622

JANUARY - MAY, 1971

LIBRARY	FILMS OWNED	GBRLS DEPOSIT	OTHER DEPOSIT	TOTAL	LOCAL BKGS.	I.L.L. OUT	I.L.L. IN	TOTAL	AVERAGE PER MONTH
BARRIE	64	120	24	208	1,202	195	875	2,172	434
BRUCE COUNTY	--	85	--	85	115	27	62	204	50
HANOVER	--	223	1	224	162	352	73	687	136
MIDLAND	24	44	--	68	155	7	44	216	43
ORANGEVILLE	1	87	--	88	163	72	21	256	52
ORILLIA	65	171	57	293	2,168	330	477	2,975	595
OWEN SOUND	30	111	7	148	370	123	231	724	145
G.B. HEADQUARTERS		609		609	--	3,498	--	3,498	699
	184	1,450	89	1,723	4,335	4,604	1,753	10,732	2,154

made a condition of use of the film deposits provided by the Region to the 3 resource libraries.

b. To overcome the problem of any one library purchasing a film title that may become overly popular with the patrons of another library, all film selection should be made on a cooperative basis to avoid the duplication of titles. In time, when the 3 reference centres have substantial collections of their own, the need to decentralize the regional collection will grow less and this back-up collection can be used entirely for spot bookings through the film libraries and the use of the library resources delivery vehicle recommended elsewhere in the report. If necessary, projectors and screens can also be shifted about in this manner.

c. It is recommended that the small deposit collections in Bruce County, Hanover, Midland and Orangeville be withdrawn and that the film collection not be decentralized beyond the 3 reference centres. Even with a great deal more money it is unlikely that the number of films in the non-reference centre collections will ever be large enough to offer a broad on-the-spot choice and the libraries concerned are unlikely to be able to afford to purchase enough titles on their own to build a significant collection.

This should not mean that the libraries without films on hand should use film less. The film catalogue with all films listed (including the location symbol incorporated into the title and subject lists) should be well promoted along with posters advertising the service. Books on the cinema, film production etc., the catalogue (for display and for sale), a prominent film service sign, posters, etc. in an area at or near the control desk of every public library, and a knowledgeable staff to assist potential users and process requests would provide more film-use opportunities than the display of a lonely collection of films in each of the smaller libraries which can sometimes be mistaken for the only films available.

As it stands the policy of giving 51 films to Midland, 60 to Orangeville, 67 to all of Bruce County and 280 to Hanover is diffficult to justify on a population or use basis. Far better to centralize the film collection in the 4 major locations and decentralize the advertising and booking function. The A-V Coordinator with the help of the smaller centres could design an attractive film service kiosk with the regional library supplying posters and visual advertising material to promote film use.

d. Another policy we would recommend is the decentralization of projectors. The goal of the regional service should be to equip all municipal public libraries with at least one 16mm projector and screen to accompany the booking agencies. The experience of other libraries is that the use of 16mm films is closely linked to the availability of projectors.

e. Film workshops and educational programmes as presently offered should be continued as a part of general film education for the staffs of libraries and the public. The organization of film festivals and workshops on the best use of educational films for the public need not always be conducted in libraries but might be more effective if offered in community centres, schools or other public places. The local library should of course support such efforts and its services would be promoted. In addition every chance should be taken to integrate the use of film tape, records and books as general library resources. Representatives of all library services as well as Board members should be involved in workshops on the "use of resources." While training sessions on specific media such as 16mm films are needed, sessions which do not distinguish between the various media are equally important.

2. Georgian Bay Regional Library Film Policy

1. Provide a film service to all libraries in Georgian Bay Regional System, presently involved in any film deposit program.

2. Promote and encourage film use in the Region in the non-participating libraries, with a view to incorporating film use as a library service.

3. Prepare and duplicate catalogues of film titles, with supplements and revisions, under the responsibility of the Region, for distribution to member libraries.

4. Assemble, schedule, and distribute deposits of film.

5. Arrange during the summer slack period to recall, rearrange, recatalogue, and reschedule film deposits to best serve the area, as desired.

6. Encourage preview sessions of member libraries to provide Regional Board with suggested lists of possible film additions to the pool.

7. After 1970 to consider a grant for use of member libraries to be used in various ways in connection with Film Services.

8. Provide a resource service to libraries regarding all aspects of film work: (a) special subject films (b) workshops (c) setting up booking systems (d) projectionist training (e) care of film.

9. Arrange a system for recording the use of the film service by the member libraries.

July 4, 1969.

3. Film Service to the Schools of Simcoe County

As we noted earlier 1950 reels of film will be available in September, 1971 for the use of teachers in the schools of Simcoe County. This collection is administered by the GBRLS under a contract arranged between the Regional Board and the Simcoe County Board of Education and the Simcoe County Roman Catholic School Board. For providing this service the GBRLS Board received $17,612 in 1970 and 1971 plus the use of a delivery vehicle supplied by the Boards of Education. This payment figure is based on a percentage of staff time spent on this service by the Regional staff plus other costs.

Before this agreement was reached about 80% of the use of 16mm films throughout the region was by schools for in-school use.* The establishment of a separate service supported by the Boards of Education and provided by the Regional Library would, it was argued, reduce the in-school use of film collections provided by the regional headquarters and by the Barrie and Orillia Public Libraries.

In the first 15 months of operation 150 films were booked per week to schools and with only about 300 films available in the spring of 1971 this was a heavy use indeed of individual titles. With the addition of 1350 films by September 1971 a wider choice will be available but because of this demand will undoubtedly increase.

This high use by schools seems to have relieved the pressure on the Barrie and Orillia libraries to some extent although school service still dominates their film operations. Orillia estimates that from 50-60% of all film bookings are to schools and Barrie reports 58%.

* Coordinator of Film Services Report No. 15, April, 1970.

The primary responsibility of the Board is to supply central library and reference services to other libraries in the region, to coordinate and develop these services and to serve the public directly. It is within the legal rights of the Board to enter into an agreement with another board for the provision of a library service and this does not exclude agreements with boards of education but it is doubtful in our opinion that the Act intended a regional board to supply a service that was not of region-wide application or was not of benefit to all existing libraries in the region. The libraries of BRuce, Dufferin and Grey Counties, for instance, may feel that too great a share of the resources and time of the regional organization is being devoted to a service from which they receive no benefit and as a consequence development of film service to the public may be inhibited.

In addition we feel that the amount being paid to the regional board for the school film service does not meet the expenses incurred. Not only should the Board be compensated fully for services provided to the school boards but benefits should accrue to all libraries and the public of the region because of such a service.

4. Estimated Cost of School Film Service 1971-72

Supervision - 1%	$ 150.00	
Coordinator - 30%	3,500.00	
Film Technician - 2 @ 75%	6,650.00	
Booking Clerk - 100%	3,800.00	
Other staff costs est.	500.00	
Total staff (approx. 35% of staff budget incl. benefits and travel)		$14,600.00
Rent, building maintenance, insurance		3,500.00
Equipment (incl. depreciation allowance)		2,500.00
Materials (replacement footage, etc.)		500.00
Miscellaneous (postage, telephone, reporting, memberships, conferences, etc.)		500.00
Contingencies		500.00
TOTAL		$22,100.00

It is recommended that GBRLS Board obtain a true cost (including overhead and depreciation of equipment) of operating the film service to the schools in Simcoe County and that the Board abandon this service unless fully compensated by the Boards of Education.

Also we recommend a formal contract with the Boards of Education which may be terminated on a year's notice by either party and which is reviewed each year. Such a contract should also be offered to the school boards of Grey and Dufferin Counties (Bruce County Board of Education should contract with the County Library Board).

It is important that the GBRLS Board review its policy of supplying an exclusive service to Boards of Education and if it is seen as a detriment to its main purposes under the Act or if it is applied to the neglect of public library development in the region then this policy should be changed.

COMMENTS ON OTHER REGIONAL PROGRAMMES

As we have said, in the first section of this report, the Regional Board has a responsibility to provide services and resources "of regional importance." In budgeting funds, the line should be drawn between support for regional service and local service. In certain areas, such as education programmes designed to assist local library staff or the building of reference resources, the regional and local effects overlap but in other areas such as "no strings" grants to local boards for books or furniture the contribution to service in the Region as a whole is negligible.

For this reason we recommend that the Board not support any policy which does not contribute to the building of the "regional concept." As long as public libraries remain the responsibility of local municipalities, the Regional Board should improve local service indirectly by using its Provincial funds to build a system of libraries.

1. Communications, the Directory and the Newsletters

The improvement of communications is of prime importance in all regional library systems, but it is of supreme importance in the GBRLS because of the nature of the area and the diversity of library authorities and political boundaries which exist in the four Counties.

As recommended earlier, the Teletype network will improve communications greatly by providing not only for a greater sharing of resources within the Region but also for a method by which the reference centres can "talk" to each other and to the regional headquarters. The smaller libraries should be encouraged to use the telephone to a greater degree. Apparently there is a reluctance to do this for fear of "disturbing" the library staff at the other end of the line. If in this country and in this time a telephone call between similar agencies for business purposes is considered a "disturbance", there is little hope of improved communications. We are fortunate in that the telephone is still a cheap means of communication and if the Region is willing to foot the bill for long distance calls, all we can do is to urge all libraries to take advantage of this facility to speed up their service to their local users in every way possible.

In regard to "The Antenna" and "The Bulletin," we recommend that they be combined and issued more frequently. Both publications as they stand are an excellent combination of

educational items and informal and official news. They could easily be combined (the ant symbol and the title "Antenna" could also be combined) and if necessary more immediate news bulletins sent to the reference centres by teletype and to all other libraries directly by the delivery vehicle or via second-class mail.

The layout and contents of the 1970 Directory would be difficult to improve upon. It is clearly printed, logical and handy to use. We have only two suggestions. We would like to see additional statistics for non-book material circulation and use, and we would recommend that the various regional services be advertised at the front of the booklet. Services such as the art reproduction collection, tapes, films, large print books, inter-library loan and the availability of free long-distance calls should be briefly outlined in the GBRLS section of the Directory.

2. Bursaries

We understand that no new bursaries are to be granted in 1971. We concur in this decision in the light of the present rate of graduation of librarians from Canadian library schools; however, the allotment of funds to support the continued education of persons presently employed in the libraries of the Region is a policy which might take the place of bursaries. Such funds might be awarded to enable a deserving library worker to obtain a university degree or specialized training that would contribute to their effectiveness in the Region. Such assistance need not be restricted to post-graduate library training. Library technicians' training in a school certified by the Provincial Library Council should be supported. Another area deserving of assistance is the support of regional or other staff wishing to take short courses in audio-visual techniques, display techniques or extension courses in subject fields of use in reference work. If a shortage of graduate librarians emerges in the future, funds can be reallotted for bursaries at that time.

3. Centralized Technical Services

The total volume of acquisitions and the diversity of small library units does not warrant the organization of a central ordering, cataloguing and processing centre at this time. As we have said, we recommend that the ordering and processing of reference materials purchased for regional centres be done at the regional headquarters when space is available as a means of ensuring coordination and as a contribution to the

expense of the provision of such materials, but the regional policy in regard to other acquisitions should be coordination, specialization and the application of standards without centralized technical services.

If a regional standard of cataloguing and classification is agreed upon, the first consideration for central technical services should be to use an existing processing centre either in another region or an existing commercial enterprise.

In regard to a union catalogue, we do not see the necessity of such a tool at the moment. Its principal use would be to locate regional resources for interloan. Its function as a research tool would be negated unless it was located in one of the reference centres. If, for instance, the regional headquarters were to be located in the Barrie, Orillia or Owen Sound Public Libraries, that library would become the interloan centre as well as the principal resource library of the Region and a union catalogue would then be useful to individuals who used that library directly for locating books and other material by subject, author or title anywhere in the Region.

If the Regional Board accepts the organization of a Teletype and Telex network, the need for a union catalogue of the collections of the reference centres disappears. The Teletype units would then be used to locate material wherever it is in the three centres.

In summary, the cost of building and maintaining a union catalogue of book resources is not warranted unless a Teletype network is rejected and unless the regional headquarters are attached to one of the reference centres.

The continued provision and revision of a union list of periodicals and the continued provision of a union catalogue of 16mm films are recommended.

THE REGIONAL HEADQUARTERS

At present all headquarters operations are conducted from Barrie in a converted house. About 1,200 square feet are leased for $350.00 per month or about $3.50 per square foot per year. The staff is very cramped and the arrangement of the spaces is awkward. Ventilation is poor. The Regional Supervisor estimates that 2,000 square feet would be the minimum needed to accommodate the present operation adequately. It is obvious that new and more spacious quarters are needed if the regional programmes are to grow and if some of the recommendations of this report are to be implemented.

There are several options possible:

a) In 1-1/2 or 2 years the building fund will be large enough to enable the Board to consider building new headquarters anywhere in the Region with good highway access from all directions.

b) Other space, preferably open factory or warehouse space, could be rented anywhere in the Region with good highway access from all directions. Preference would be for a more central location in the Region.

c) The regional headquarters could be attached to one of the larger libraries on a rental basis. It is probably too late to be included in the new Owen Sound addition but Orillia, Barrie and Midland are planning additions to their libraries which could be assisted by regional funds if headquarters facilities were included in the addition.

d) The present location could be retained (with the possibility of expansion) until the advent of regional government at which time the regional library headquarters could be housed with the regional government offices. This option is somewhat of a gamble considering the unknown boundaries and the location of the seat of regional government in the area.

At this stage of development and given the immediate need for more space in which to organize improved interloan facilities, central processing for reference materials, improved shipping and receiving facilities and a garage for a delivery vehicle, options b) and c) present the more attractive possibilities.

Being attached to a library is definitely an advantage for service but objections might be raised by other libraries

to the favouring of one library as the main regional centre. This objection has some validity considering the rather equal size of the three reference centres. It is not likely for some time that any one library will grow to dominate the Region as for example the London Public Library dominates the Lake Erie Regional Library System. It would be an advantage to all if this were the case.

On the other hand the renting of new quarters on a maximum of a five-year lease as soon as possible would enable the headquarters operation to expand and would keep open the option to build or even the option to be attached to a library for future decision.

It is our recommendation that the Regional Board rent on a short term lease as soon as possible open warehouse or factory space of about 2,500 square feet in a good communications centre in a more central regional location. We could suggest Collingwood, Flesherton or Durham as more central, and rental rates are probably cheaper, but much will depend on availability of about 2,500 square feet with good delivery access and the effects of such a move on the present staff of the regional headquarters. A more central location has great advantages psychologically but on the other hand none of the functions or programmes of the Regional Library are greatly affected by its present off-centre location. The need for a larger and more functional space at a more reasonable rent should take precedence over central location.

THE LIBRARIANS' COMMITTEE

During the organizational period of the Regional Library System there was a committee formed to carry out the policies set by the Board. The original committee was composed of the Chief Librarians of Orillia, Barrie and Owen Sound Public Libraries and the Simcoe County Library Cooperative, and in a very real sense this committee substituted for a full time regional staff. Its function was to advise not only the Board but also to advise and directly assist the libraries of the Region as well as to carry out the regional programmes. With an increase in funds, more elaborate programmes and the organization of a specialized regional staff including a Regional Supervisor the librarians' committee assumed the more indirect role of an advisory body to the Supervisor and the Board. Direct assistance to other libraries was given by the regional staff. With the addition of the Chief Librarians of Bruce County and Hanover representation was widened while representation from the Simcoe County Co-operative was dropped. Since its formation, the Boards represented by their librarians on the committee have been paid a lump sum annually ostensibly to compensate these Boards for the staff time spent on this committee and on other regional activities. In 1967, 1968, 1969, 1970 and 1971 the sum paid to each Board was $1,500.00.

Now that the GBRLS has established itself as an integral and essential part of library service in the area, we believe that there is a very important role for a body of experienced librarians in the Region. No regional programme can be successfully carried out without the prior approval and active participation of the libraries concerned, whether they be the reference centres or the smallest library unit. Given these conditions, however, the assumption is that the programmes approved and the participation offered is for the benefit of the libraries concerned and of the people of the Region. For this reason we find it difficult to justify the continuance of the $1,500 grant to the Boards whose librarians agree to act on the committee. Any service provided by or supported by the Regional Board involves participation by some if not all libraries in the Region. It seems to us to be illogical to compensate only those libraries whose staff serve on the advisory committee.

On the other hand, an advisory committee cannot be representative of all libraries nor can its membership change too frequently if it is to remain familiar with regional policy and operations.

We recommend that a Regional Advisory Committee be established composed of the Chief Librarians of Orillia, Barrie, Owen Sound and Bruce County Libraries with the Regional Supervisor as chairman and Secretary. In addition, each year two other libraries should be represented on a rotating basis chosen from the following: Collingwood, Hanover, Meaford, Midland, Orangeville, Penetanguishene and the Simcoe County Library Cooperative. Other libraries might be chosen for representation so that the opinions and needs of the smaller centres can be considered.

This committee is to be advisory to the Supervisor and the Board, but it might also strike sub-committees of staff members which would be mission-oriented to try out programmes, conduct experiments and study problems. Any inter-staff film committees would also report to this advisory body which would meet at least once a month. Minutes should be taken and circulated to all members. Decisions taken after Regional Board approval should be reported to all library authorities in the Region. All expenses for travel and meals should be met by the Region but no annual grants to the Boards involved in this committee should be given.

THE LIBRARIES IN CENTRES OF LESS THAN 10,000 POPULATION

There are outstanding examples of good public library service among the smaller public libraries of the Region. Excluding those centres with a population over 10,000, we can single out as examples only the Orangeville Public Library with a lively children's programme, an attractive redecorated building, but a poor selection of periodicals and few up-to-date reference volumes, and Hanover with a building in need of redecoration but with a collection that is being intelligently renewed and a staff that is energetic in its efforts to create a community centre for continuing education. On the other hand there are too many sad examples of worn-out collections, run-down buildings and out-of-date approaches to library service. In this group we can name Durham, Penetanguishene and Markdale.

What is the future of the libraries of the smaller centres? In our opinion many should be closed if the Boards and the local Councils cannot find the funds to support them adequately or the staff to organize modern service that will fill a need in the community. No Regional Library, no matter what its resources, can help these libraries if they won't help themselves. The assistance given would be wasted unless intelligent local decisions were taken that would build a viable library service on the assistance. It seems a pity that such a potentially worthwhile public service is allowed to become so useless and shabby that the old stereotype of a public library is perpetuated.

It is obvious that improvement must begin with local involvement before outside assistance can be effective.

Given reasonable local support, the next step is strong links with other libraries. Full participation in a system of libraries is the only hope for the long-term development of strong local service.

The Regional Board can spark local improvements in library service and can induce local libraries in the smaller centres to participate in the regional system by establishing minimum standards which, when reached, qualify the library for various forms of regional assistance.

Quantitative Standards For Public Libraries In GBRLS

We believe that it would be a waste of public funds and a waste of the energies of the regional staff to attempt to upgrade many of the libraries in the Region by grants or gifts of books or by any other direct means, if the library boards concerned show little interest in improved service. The residents of the villages and towns of the area have as much need for library service and information as the residents of the largest centres. If they travel to a larger centre, they should be able to use the library of that centre free of charge. If they prefer to patronize their local library, they should expect a minimum level of service for the tax funds expended. Many public libraries in the Georgian Bay Region in our opinion fall far short of a minimum level of service and should receive attention from the Regional Board only if they meet certain minimum quantitative standards of service.

It is our recommendation that the Regional Advisory Committee set minimum quantitative standards of service for all public libraries in the Region and that these be adopted by the Board. It is also recommended that all libraries be encouraged to meet these standards by the possibility of being awarded a one-time incentive grant accompanied by a certificate, presented after the standards have been reached. After that the library concerned would be eligible to be included in all regional programmes designed for small libraries -- programmes such as circulating collections of books and A-V material, regional staff consultations and assistance, training workshops and cataloguing assistance. Considering the fact that 19 of the independent public libraries do not have telephones, the Regional Board might consider bearing the cost of a telephone for one year to demonstrate its need in every library in the Region.

We could suggest quantitative standards to be applied, but it would be better if the Advisory Committee and the Board struggled with this problem. However, we can point to standards which became effective in British Columbia on March 31, 1971 and which could form the basis for a similar approach in the Georgian Bay Region.* In any case there should be a minimum standard affecting bookstock and its proportions viz-a-viz reference, fiction, non-fiction and children's collections; periodicals in regard to number and quality;

* Quantitative Standards For Public Libraries, The Library Development Commission, Victoria, B.C., 1968.

total collection; space and facilities provided such as the provision of study facilities and a telephone; the open hours; staff, paid and with some training; and finally a minimum level of financial support. Such standards should be revised from time to time and should not conflict with the Public Library Standards approved by the Canadian Library Association.

TABLE VI

STATISTICS FOR LIBRARIES IN CENTRES OF LESS THAN 10,000 POPULATION - 1970

	Population Served	Expenditure	Expenditure Per Capita	Salaries	Percent of Exp.	Library Materials Expenditure	Number of Books	Number Of Books Per Capita	Circulation All Items	Circulation Per Capita	Hours Open	'Phone
Alliston	3,286	$ 7,006.86	$2.13	$3,714.06	0.53	$1,672.73	9,352	2.84	31,579	9.7	14	no
Beeton	1,065	1,574.31	1.47	500.00	3.14	362.43	3,504	3.29	7,316	6.87	5	no
Bradford	2,998	6,362.59	2.12	3,144.20	2.02	1,029.09	6,750	2.25	24,457	8.15	18	no
Coldwater	742	1,378.70	1.85	864.00	1.59	62.14	5,011	30.23	7,356	9.91	10	no
Collingwood	9,366	22,833.49	2.43	11,852.86	1.92	7,502.21	28,699	3.06	106,281	11.34	32½	yes
Collingwood Township	2,186	1,816.00	0.83	968.62	1.87	610.14	5,854	2.67	5,404	2.47	12	no
Creemore	956	2,093.88	2.19	1,112.31	1.88	177.09	5,976	6.25	10,467	10.94	6½	no
Dundalk	1,053	1,328.00	1.26	496.00	2.67	420.00	1,500	1.42	8,783	8.34	8	no
Durham	2,474	4,945.65	1.99	2,432.83	2.03	1,189.47	8,750	3.53	12,156	4.91	12	no
Essa Centennial	6,170	5,217.52	0.84	1,547.12	3.37	1,216.44	4,450	0.72	10,883	1.76	10	no
Euphrasia Township	1,553*											
Flesherton	506	1,739.96	3.43	640.00	2.71	583.38	4,134	8.16	3,668	7.24	9	no
Flos-Elmvale	3,634	1,995.85	0.54	919.22	2.17	356.26	4,090	1.12	9,435	2.59	12	no
Grand Valley	905	3,767.00	4.14	1,300.00	2.89	701.00	4,720	5.19	10,250	11.32	9½	no
Hanover	4,963	14,420.00	2.90	8,062.00	1.78	3,091.00	13,700	2.76	48,945	9.86	36	yes
Markdale	1,158	3,538.00	3.06	1,740.00	1.50	561.00	10,975	9.47	8,811	7.60	7½	no
Meaford	4,066	8,933.34	2.19	5,602.54	1.59	2,396.81	11,685	2.87	46,840	11.52	24	no
Orangeville	7,702	20,501.53	2.66	12,352.19	1.65	3,840.82	12,900	1.67	77,032	10.00	25½	yes
Penetanguishene	5,344	10,113.00	1.89	3,521.00	2.87	2,446.00	10,930	2.04	16,913	3.16	24	yes
Shelburne	1,542*											
Stayner	1,911	5,126.37	2.69	2,539.50	2.01	507.54	8,917	4.66	16,874	8.84	19½	no
Thornbury	1,204	2,227.96	1.85	854.50	2.60	264.43	8,410	6.98	11,257	9.34	12	no
Tottenham	1,307*	345.00	0.26	200.00	0.15		2,500	1.75	2,500	1.75	4	no

* taken from the 1971 Municipal Directory

Note: Figures supplied by the Regional office.

BRUCE COUNTY PUBLIC LIBRARY

Although it is not within our terms of reference to study the Bruce County Public Library except concerning its relationship to GBRLS, we feel that the example set by the only County library in the Region could affect the decision of other Counties which, in spite of an adverse grant structure, might be considering the formation of similar library authorities. For this reason, we would like to note a few observations gained from documents and a visit to the Headquarters in Port Elgin.

a) There are too many small ineffectual branch libraries in the County. Some are only open 5 hours a week and only 6 of the 20 have telephones. The collections and services should be concentrated in 7 or 8 of the largest centres and a large tractor-trailer bookmobile used to serve the other centres as well as encouraging direct requests for material by telephone to the County Headquarters.

b) At some future date the County Library should be combined with the Port Elgin Public Library to maximize the resources available in the two buildings and to give better service to local as well as County users.

c) All outgoing inter-library loan requests should be searched for in the County by using a union catalogue located at Headquarters. Requests should be sent in by individuals by telephone from their homes free of charge or through their local branch also by telephone on a direct line. A delivery vehicle can pick up and deliver books, films etc. on a regular schedule of calls to all branches. If the material requested is not found in the County collections via the union catalogue, the ILLO request should be forwarded by Telex daily to the Regional Headquarters for transmission over the Teletype network to Barrie, Owen Sound and Orillia for a search within the Region. If not found with the Region, the Regional Telex unit would include the Bruce County request with its consolidated message to the Metro Toronto Central Library. This Telex unit should be the responsibility of the County Board and not the Regional Board. It should be paid for by the County Board because of its use in plugging the County into the resources of the 3

reference centres via the Regional Teletype network. Wherever the material is found, it should be forwarded directly to the requesting Bruce County Branch.

d) Film service may be offered from any branch but the films and projectors themselves, if made available by GBRLS, should be housed at the County Headquarters and sent out via the bookmobile or delivery vehicle on spot bookings phoned in by individuals directly or through a branch library. The principle to be emphasized here is that direct film service for the whole County should be given from the Headquarters building which would also handle bookings to and from the Regional Headquarters. This principle would mean that the County Library could embark on a campaign to advertise a film service offered to individuals or groups directly and not necessarily through its branch libraries. The short open hours and anti-AV attitude of some branches will do nothing but frustrate potential users even if they do hear of the service.

e) In our opinion the Bruce County Board should appoint its Chief Librarian as Secretary-Treasurer of the Board as indicated in the Public Libraries Act and as is the case in 99% of all library boards in the Province. It is also usual for the Chief Librarian as Secretary to make up the Board agenda, recommend and justify programmes and policies to the Board, administer the budget, take minutes and circulate them to all members. In this way the Board can assume its important role of establishing policy and gaining wider public and greater financial support in the County. We recommend this policy to the Bruce County Public Library Board.

THE SIMCOE COUNTY LIBRARY COOPERATIVE

With the formation and development of Regional Library Co-operatives and later Regional Library Systems and the statutory possibility of converting County Library Cooperatives to County Public Libraries, all the Cooperatives except Simcoe managed to make the quantum jump in status and power to become County Libraries. We are not familiar in detail of the reasons for this failure, but the final frustration to the drive for County Library status came in 1969 with the change in the Regulation to the Act which reduced the provincial grant for County Public Libraries to a straight 65 cents per capita.

The Simcoe County Library Cooperative continues to function within the County as the Regional Library functions in the four Counties; that is, principally as a coordinating and cooperative force to improve service to individuals through existing libraries. The Regional Library's income derives exclusively from the Province while the Coop's income derives from the County in the form of a negotiable grant and from the Province. The legislation and the grant structure now favour the growth of the Regionals whereas the provincial grant to the Cooperative has declined from $20,816 in 1965 to $6,000 in 1970 where it has remained for 2 years.

THe total budget of the Cooperative has declined from what it was in 1966, the amount spent on book purchases is about the same as it was in 1965, bookstock is deteriorating and circulation without school service has dropped from a peak of 493,438 in 1968 to 67,223 in 1970.

Its responsibilities to the libraries of Simcoe County overlap with those of the Regional Library. In effect 2 library agencies have a responsibility to develop the service offered by the local libraries in the County. Some confusion has resulted; some libraries take advantage of the book deposits offered by the Cooperative while others, the more important ones, look to the Regional Library for assistance and guidance and participation in a larger unit of service.

Over the years the Cooperative has done a great deal to supplement the collections of the smaller libraries but most remain weak, are badly supported and have very short open hours. What improvements have taken place have been the results of local efforts. The Cooperative has never had enough funds to, say, redecorate a branch or establish a new one, upgrade the staff, establish a union catalogue or

build an information service. It is only the Regional Library, or a strong county library organized on a broader base, with greater resources and a Board representative of its jurisdiction, that can do these things and more.

It is easy enough for us to try to simplify the picture by declaring the Cooperative to be an anachronism in the library service pattern of the Region and recommend that it be disbanded, because a good deal of solid grass roots library service has been given to the people of Simcoe County by the SCLC since 1940. However, times are changing and with the greater mobility of the population, the trend towards larger units of service and the growth of Barrie, Orillia and Midland as urban centres with strong public libraries whose Boards are willing to serve a larger area beyond their municipal boundaries, it seems to us that the Simcoe County Library Cooperative Board should hand over its responsibility to the Regional Library Board so that the smaller libraries can look to one authority for assistance in the future.

We recommend that the Regional Board and the Cooperative Board should meet with a view to disbanding the Cooperative and disposing of its assets according to the law, or to planning a campaign to form a County Public Library in Simcoe County.

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